



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 72M1 / Backrest Remote Release Mechanism

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: June 14, 2021

Issue: Due to a manufacturing discrepancy, it may only be possible to lock the seat backrest back in place (when restoring it to an upright position) by exerting more force than usual. If the backrest is not locked in place properly, this can be seen by a red indicator on the backrest latch.

- Repair:**
- REPAIR AVAILABLE – June 15, 2021 - Inspect and, if necessary, repair the backrest remote release mechanism.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: There will be no parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A6 ALLROAD	5
USA	2021	2021	E-TRON QUATTRO	258
USA	2021	2021	RS6 AVANT	1
CAN	2021	2021	E-TRON QUATTRO	2
CAN	2021	2021	RS6 AVANT	4

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – June 2021

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.